



Australian Government

Assessment Requirements for PSPCRT017 Provide support to self-represented litigants

Release: 1

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Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- promoting and applying legislation, rules, regulations and codes of practice
- providing explanations to others
- identifying client needs, providing assistance and encouraging client-initiated activity in relation to alternative dispute-resolution (ADR) processes
- providing information and options to self-represented litigant in a culturally appropriate and respectful manner

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- relevant legislation, regulations, organisational procedures and codes of practice in relation to court practices and procedures, specifically ADR processes
- profiles of the general characteristics of the relevant self-represented litigant groups
- understanding of groups represented within the community, and of the issues that might arise when working with these groups, according to demographics including at least one of:
 - culture
 - religion
 - language
 - sexual identity

- age
- disability
- facilitation, negotiation and conflict resolution methods in relation to ADR processes
- range of referral sources and associated protocols
- limitations of work role, responsibility and professional abilities
- distinction between legal and procedural information

Assessment Conditions

Assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the diverse conditions likely to be encountered when providing support to self-represented litigants.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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